



# DEPARTMENTAL PROMOTIONAL EXAMINATION

For

## Manager IV, DMV

This departmental promotional examination is being conducted using an alternative examination and selection process for filling specified positions. In addition to candidates competing promotionally, interested incumbents at the Manager IV level and those eligible for lateral transfers are encouraged to apply.

**DIVISION** : Field Operations  
**POSITION** : Administrative Manager  
**LOCATION** : Inglewood  
**SALARY** : \$4837 - \$5878  
**FINAL FILING DATE** : April 13, 2009

(All applications must be **received** no later than 5:00 p.m. on the final filing date.)

You may fax a copy of your application to Cynthia Chavez-Alvarado at (310) 419-8926 to ensure receipt by the regional office prior to 5:00 p.m. on the final filing date. If a faxed copy of the application was sent to the Region, you must mail the original application and Statement of Qualifications postmarked no later then the Final File Date to: Department of Motor Vehicles, Attention: Cynthia Chavez-Alvarado, 621 N. La Brea Avenue, Inglewood, CA 90302.

### **DUTIES/RESPONSIBILITIES**

As an Administrative Manager of a medium or large field office providing drivers license, vehicle registration and other services to the public. Under the direction of the office manager, is responsible for the daily operation of the field office through planning, organizing, assigning and directing the work; including new program implementation, determining the accuracy and completeness of data entered into an automated system. May perform tasks in control cashiering, cashiering registration, driver licensing and occupational licensing.

## **MAJOR DUTIES OF THE POSITION INCLUDE**

- Responsible for the daily operation of the field office through planning, organizing, assigning and directing the work; including new program implementation, determining the accuracy and completeness of data entered into an automated system.
- May perform tasks in control cashiering, cashiering registration, driver licensing and occupational licensing.
- Assists the office manager in planning and preparation for final selection and placement of personnel for the field office, keeping in mind the department's commitment to Equal Employment objectives and upward mobility goals.
- Makes or recommends changes in work methods, work standards, staffing and equipment requirements, and the use of intermittent and seasonal help.
- Coordinates the vacation schedules and work schedules to ensure prompt, courteous and complete service to the public.
- Monitors training.
- Prepares and maintains appropriate manually or electronically generated records and reports concerning the operations of an office and special projects.
- Makes decisions on the more difficult problems requiring interpretation and application of the law and departmental policy.
- Functional responsibility for the Control Room, Start Here Stations and Single Inventory Station, as well as direct supervision of the employees assigned to these areas.
- Has full responsibility and authority for the office in the manager's absence.
- Responsible for general office and automated equipment, including installation, ongoing and preventative maintenance, relocation, etc.
- Responsible for security procedures for accountable items, inventory, change fund and fees received, money chest combination and exterior door keys.
- Provides second level of review and approval for sensitive changes made to the headquarters data base.
- Serves as liaison between field office personnel and Network Control Center for resolutions of immediate problems related to automation and as resource in resolving problems which are not of an immediate nature.
- Responsible for following approved procedures in identifying and initiating any needed corrections or improvements to the facility.
- Ensures that appropriate day-to-day facility maintenance is provided.
- Implements updates/program/procedural changes to the automated system and advises field office personnel of same.
- Reviews office documents, reports, funds received and bank deposits to ensure that correct procedures are being followed.
- Reviews daily work output for quality and quantity.
- Continually evaluates office methods and procedures for maximum efficiency and makes adjustments as necessary.
- Other duties as required.

## **POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA**

In addition to the minimum qualifications listed, the following position specific qualifications will be evaluated. Only the most qualified candidates will be interviewed based on screening criteria.

- Knowledge of policies and procedures of the Department of Motor Vehicles, Equal Employment Opportunity programs and Departmental objectives.
- Ability to plan, organize, and direct an office program.
- Knowledge of office management principles and practices.
- Ability to communicate effectively with all levels within and outside the department.
- Ability to speak effectively, prepare clear, concise and timely reports.
- Knowledge of and experience with labor issues and EEO objectives.

## **POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA CONTINUED**

- Well-developed interpersonal skills, with a keen awareness of collaborative working force; develop cooperative working relationships with all levels of management and staff.
- Ability to provide service to the general public and to address Industry Client needs.
- Knowledge of and experience with principles and techniques of the Q-Matic automated customer service system.

## **MINIMUM QUALIFICATIONS**

### **Either I**

One year of experience in the Department of Motor Vehicles performing the duties of a class at a level of responsibility equivalent to that obtained in the class of Manager III, Department of Motor Vehicles.

### **Or II**

Two years of experience in the Department of Motor Vehicles performing the duties of a class at a level of responsibility equivalent to that obtained in the class of Manager II, Department of Motor Vehicles.

### **Or III**

Three years of managerial or supervisory experience in work requiring knowledge of the regulations of the State of California governing the registration of motor vehicles, the licensing of drivers or the occupational licensing of automobile dealers, dismantlers and salespersons. (Experience in California state service applied toward this requirement must include either at least one year in a class with a level of responsibility not less than that of Manager III, Department of Motor Vehicles, or Driver Improvement Manager I; or at least two years of a class with a level of responsibility not less than that of Manager II, Department of Motor Vehicles.)

(Experience in both the registration of motor vehicles and the licensing of drivers is desirable in any of the above patterns.)

## **KNOWLEDGE AND ABILITIES**

**Knowledge of:** Provisions of the California Vehicle Code and related laws and regulations with particular reference to sections relating to the registration and ownership of vehicles and licensing of drivers; organization, functions, policies and procedures of the Department of Motor Vehicles; office management principles, methods and equipment; principles of effective supervision; accepted methods of handling and accounting for money received; a manager's role in ensuring Equal Employment Opportunities.

In addition to the above, public administration and general management principles, practices, and problems, including those relating to organization, planning, and work control; and State administrative, budget and personnel procedures, as they relate to the Department of Motor Vehicles.

**Ability to:** Analyze situations accurately and take effective action; gather and analyze data; speak effectively; prepare clear and concise reports; establish and maintain friendly and effective working relationships with applicants, licensees, and others contacted in the work; read and write at a level appropriate to the classification; plan, organize and direct the work of others; and effectively provide Equal Employment Opportunities.

In addition to the above, plan, organize and direct the operations and staff of several work units of the Department of Motor Vehicles.

**Additional Desirable Qualification:** Possession of a valid driver license, knowledge of the Insurance and VR Programs, ability to lead projects, demonstrated decision making ability, strong personnel management and leadership skills, strong analytical skills, well developed interpersonal skills, and knowledge of the legislative and regulations processes.

## **EXAMINATION INFORMATION**

This examination process provides for position specific examining and selection of the most qualified managerial candidates. Job-selection criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification will be applied. All candidates who meet the qualifications may compete for the vacant position. An evaluation of the Statement of Qualifications, and/or interview may be used to rate candidates. A pool of candidates will be created for the specific position identified on this bulletin which will include the ranking of each candidate. Candidates will be notified in writing of their examination results.

## **FILING INSTRUCTIONS** Applicants failing to meet the filing instructions for this examination will be eliminated.

All interested applicants must submit:

- An original, signed State application (STD. 678) which includes civil service titles and dates of experience.
- A Statement of Qualifications. This Statement of Qualifications is a discussion/summary of the candidate's experience that would qualify him/her for this position and should relate directly to the stated evaluation criteria. **The statement cannot be more than two pages in length.**
- Resumes are optional and do not take the place of the Statement of Qualifications.
- Effective January 1, 2009, Government Code Section 18991 is enacted which permits persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty to apply for Special Examination & Appointment (SEA) Program examinations, for which he/she meets the minimum qualifications. **Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Examination Application (STD. 678).**

The State application and Statement of Qualifications are to be submitted to:

**Department of Motor Vehicles  
Attention: Cynthia Chavez-Alvarado  
621 N La Brea Avenue  
Inglewood, CA. 90302**

## **APPLICANTS WHO FAIL TO SUBMIT A STATEMENT OF QUALIFICATIONS WILL BE ELIMINATED FROM THE EXAMINATION.**

**SELF CERTIFICATION STATEMENT:** The signature on your application indicates that you have read, understood, and possess the minimum qualifications required for acceptance into this examination.

Any eligibility received through a previous promotional examination process will not be utilized. In order to be considered for this position, you must submit a State application and Statement of Qualifications which must be received by the final filing date. Questions regarding the position should be directed to Cynthia Chavez-Alvarado at (310) 330-5477. Questions concerning the examination process should be directed to Alice Schneider, Selection Analyst at (916) 657-6899. California Relay Telephone Service for the deaf or hearing impaired from TDD phone: 1-800-735-2929; from voice phones 1-800-735-2922.

## **ELIGIBLE LIST INFORMATION**

A certification list will not be established as a result of this examination; therefore, candidates will not have the ability to transfer list eligibility to other departments. This examination is only for the specific position identified within this bulletin. **Applications received will not be maintained for future positions.**

## **CRIMINAL RECORD CLEARANCE INFORMATION**

Some positions, within various divisions of the Department of Motor Vehicles, may be subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigations will complete this check. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.